

## **Exhibit B**



Boca Raton  
Fort Lauderdale  
Jacksonville  
Miami  
Orlando  
Tallahassee  
Tampa  
West Palm Beach

Direct Dial: 561-671-3658  
E-Mail: [kcuonot@akerman.com](mailto:kcuonot@akerman.com)

222 Lakeview Avenue  
4th Floor  
West Palm Beach, Florida 33401-6147  
Post Office Box 3188 *mail*  
West Palm Beach, Florida 33402-3188  
[www.akerman.com](http://www.akerman.com)  
561 653 5000 *tel* 561 659 6313 *fax*

February 25, 2003

Richard A. Tomlin, Esquire  
IBM Corporation  
8051 Congress Avenue  
IMAD 4041  
Boca Raton, FL 33487

RE: New U.S. Patent Application  
SYSTEM FOR RECOGNITION OF  
CSR INTERACTION EFFECTIVENESS  
IBM Docket No. BOC9-2003-0013; Our Reference No.: 6169-383

Dear Dick:

Thank you for your letter dated February 24, 2003. In accordance with IBM standard protocol, a patent application will be prepared and filed in the above-referenced matter on or before June 24, 2003. Notwithstanding, we will strive to prepare the patent application in an expedient manner.

As always, thank you for allowing us to be of assistance to you.

Very truly yours,

AKERMAN SENTERFITT

A handwritten signature in black ink, appearing to read "Kevin T. Cuenot".

Kevin T. Cuenot

KTC/aa  
cc: Gregory A. Nelson, Esquire